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Sent on	07	26	2022	Expires on	08	09	2022
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From	Technical Information & Support Group
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Subject	Request for Parts: 2019-2022 Civic & CR-V 1.5T Timing Chain Case Cover Oil Leak
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2019-2022 Civic & CR-V 1.5T Timing Chain Case Cover Oil Leak
(ACTION REQUIRED)

This message is solely directed to Honda dealership personnel; please handle accordingly.
 Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2019-2022 Civic & CR-V 1.5Ts with customer complaint of oil leak from the timing chain case cover. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Engine must be 1.5L Turbo.
2. Must confirm leak from the tensioner cover.
3. No previous replacement of the tensioner cover.
4. No attempt has been made to repair this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support ([TIS](mailto:tis@ahm.honda.com)) at tis@ahm.honda.com, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST).

TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.